

Job title	Services Manager
Responsible to	Chief Executive

Role Summary

As a member of Wintercomfort’s Senior Management Team, reporting to the Chief Executive, the Services Manager role is to ensure that Wintercomfort can meet its objectives of supporting the homeless and vulnerably housed in Cambridge to make positive changes in their lives. The role holder will manage a high-quality effective, diverse team to meet the needs and address the often-complex issues faced by our service users. Wintercomfort supports on average over 500 service users every year.

Key Responsibilities

Contribute to and deliver a support and advice service that also offers an essential welfare service to the homeless and vulnerably housed. This includes but is not limited to delivering employment and volunteering opportunities, housing advice, women’s only service, migrant support, health and wellbeing support, sport, and accredited and non- accredited learning.
Be responsible for the continual improvement and regular review of the service to ensure its effectiveness. Ensure that service users receive a high quality, flexible, person-centred, trauma informed, outcome focussed service that meets their needs.
To work with the Chief Executive and Finance Manager to agree service delivery budgets and to deliver the service within agreed budgets.
To represent Wintercomfort at an operational level externally and to work in partnership with other organisations including the delivery of the Streets to Homes Contract and to facilitate the delivery of other Wintercomfort services to meet the needs of service users and ensure our positive reputation is maintained.
Manage the day-to-day operation of all activities associated with delivering the service including facilities management, health and safety, risk audits and assessments, staff and volunteer training, and legal compliance.
Day to day staff management including inductions, training, 1:1 supervisions, appraisals, and staff development. The role currently has 6 direct reports, see Wintercomfort organogram.
Responsible for recording, regularly monitoring and reporting on outputs and achievements to demonstrate the impact and inform decision making.
Responsible for meeting the requirements of internal and external monitoring of outcomes, providing reports on outcomes using Inform within the timeframes and supplying timely information to support funding applications and progress reports to funders.
To work with the Services Supervisor and the Overstream Clean social enterprise team to achieve organisational goals.
Demonstrate good leadership and line management best practice whilst supporting and developing a skilled and motivated team to achieve high standards and effectiveness in service delivery.
To keep up to date with data on local and national homelessness developments, trends and changes to legislation, report on these to the Chief Executive and work with them to respond to the changing needs and trends.
<i>Note - this is not an exhaustive list, and you may be required to perform other reasonable duties as assigned by the Chief Executive.</i>

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Criteria	Description	Essential
Experience	Experience of working effectively with chaotic, challenging, and difficult behaviour with a strong understanding of risk management.	E
	A thorough understanding of the current issues and challenges faced by homeless people.	E
	Line management experience of setting and delivering objectives to meet strategic organisational goals and service user needs.	E
	Developing effective, diverse teams to achieve organisational goals and line managing people in a supportive manner to ensure optimum performance.	E
	Recording, monitoring, and evaluating services with soft and hard outcomes.	E
	Facilities management and an understanding of meeting health and safety & legal requirements in a work environment.	D
	Working with and sustaining excellent relationships with external partners	E
	Working as part of a team to agree income and expenditure budgets and to deliver the service within agreed targets.	E
	Good understanding of key legislation regarding housing, social care, and mental health	D
	Knowledge of safeguarding vulnerable adults	E

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Skills	Ability to engage with service users with a range of support needs including mental health, substance misuse and social exclusion.	E
	Understanding the barriers that might prevent a diverse range of service users from engaging in services and a creative approach to overcoming these barriers.	E
	Ability to work empathically with service users, whilst maintaining professional boundaries.	E
	Strong organisational skills with excellent time management and ability to prioritise effectively to meet multiple deadlines and set up and follow systems and procedures effectively.	E
	Effective IT skills to include database systems such as salesforce or similar databases plus Word, Excel etc.	E
	Conflict resolution skills	E
	Ability to work in high pressured, sometimes volatile environment.	E
Qualifications	Educated to Degree level or equivalent.	D
	Post graduate qualification or equivalent.	D
	Qualification linked to the voluntary sector	D

Terms and Conditions

Location	Overstream House or at other locations within Cambridge
Hours of work	Full time, 37.5 hours per week
Length of appointment	Permanent
Probation period	6 months
Salary	£39,044 per annum
Annual leave	25 days plus bank holidays
Pension eligibility	Yes

Screening Check Requirements

We have a legal responsibility to ensure that you have the right to work in the UK before you can start working for us. If you do not have the right to work in the UK already, any offer of employment we make to you will be conditional upon you gaining it. We will ask to see original paperwork confirming your right to work in the UK.

This role requires an enhanced Disclosure and Barring Service (DBS) check. Any offer of employment we make to you will be conditional upon the satisfactory completion of this check; whether an outcome is satisfactory will be determined by Wintercomfort for the homeless.

General Information

Wintercomfort works with people who are homeless, at risk of homelessness or with a history of homelessness. We provide services to aid every stage of recovery - from immediate basic welfare needs to long term help in identifying and dealing with the problems which are undermining their stability, and enabling them to engage with education, employment and specialist health services. National statistics rank the numbers of rough sleepers in Cambridge within the highest 20 UK local authorities and the gap between rich and poor is widening with up to 30% of the population living in poverty in the most deprived areas. Budget cuts to services and a shortage of affordable rented housing has seen increasing numbers of people turning to our services; in 2022/23 we helped 615 people.

For further information about us please visit www.wintercomfort.org.uk

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What can Wintercomfort offer?

One of our core values at Wintercomfort is to recognise and reward our staff as our greatest asset. We realise that it's our people who have helped us to become a well-respected charity that helps to make a positive change to homeless people's lives. We want to continue to deliver excellent, relevant services for the homeless in Cambridge by attracting and retaining talented and motivated people. If you choose to come and work with us, you will find that we offer:

- **Benefits** – You will be eligible for benefits and services, including pension scheme, death in service benefit and tax-efficient bicycle lease and childcare vouchers.

- **A supported work environment** - You will receive a comprehensive induction and you will have a probation period to provide a supportive framework for reviewing your progress and discussing your training and development needs. You will be expected to have developed the skills to fulfil all role requirements within this period. Appropriate performance expectations and objectives will be discussed, agreed, and reviewed regularly with your Line Manager so that your performance can be measured against these.

- **Training**- We recognise the importance of having a motivated and effective staff team. We offer on-going training to support you in your role.

Equality of Opportunity at Wintercomfort

We are committed to a proactive approach to equality, which includes supporting and encouraging all underrepresented groups, promoting an inclusive culture, and valuing diversity. We make selection decisions based on personal merit and an objective assessment against the criteria required for the post. We do not treat job applicants or members of staff less favourably than one another on the grounds of sex (including gender reassignment), marital or parental status, race, ethnic or national origin, colour, disability (including HIV status), sexual orientation, religion, age, or socio-economic factors.

Job Description Review

From time to time, this job description will be reviewed in line with the requirements of the work and organisational development. The post holder will have full opportunity to discuss this and be active in any changes and developments.

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CEO

